

LOGISTICS COMMAND



photo by Matt Milam

Assistant Chief
Rick Flanagan

Community
Outreach

Logistics
Administration

Information
Technology

Professional
Development

Cadet
Training

Fire & EMS
Records

Office Of
Emergency
Communications
(OEC)

Communications
Management

Air Pack
Maintenance &
Repair

The Logistics Command is a very diverse entity and I am very proud to be in charge of and oversee the daily activities. We are providing a variety of services, while constantly seeking ways to improve and provide even better services. My belief is that the largest room in the world is the room for improvement. It is a never-ending process and our efforts and commitment to improvement will never cease.

Our motto, "Team Together, Team Apart: We're Always A Team," exemplifies our daily commitment to working together to provide outstanding services to the men and women of this department as well as the City of Houston community. The Logistics Command team reflects the "Preacher's" teachings in Ecclesiastes 4:12, "Though one may be overpowered by another, two can withstand him. And a threefold cord is not quickly broken." There are many more than three of us joined together – we will not be broken as we work together for the continued success of the Houston Fire Department.

The Logistics Command provides a myriad of highly specialized technical services for the department and the citizens of Houston. The Command consists of the following divisions:

- Logistics Administration
- Office of Emergency Communications
- Communications Management
- Community Outreach
- Information Technology
- Professional Development
- Cadet Training
- Fire/EMS Records
- Air Pack Maintenance & Repair
- Street Index
- Fire Hydrants
- Quality Assurance & Training



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The Logistics Administration team handles a myriad of assignments including budget and finance, salary administration, procurement and fixed assets inventory, diversity training, annual reports, statistical analysis, and preparing information for special management reports. The Administration Manager supervises a staff consisting of three Management Analysts (II, III, IV), two Administrative Associates, a Records Supervisor, three Records Customer Service Representatives and two firefighters supervised by a Chief Communication Officer.

HIPAA- Logistics Administration was solely responsible for initiating and establishing HFD compliance with the Health Insurance Portability and Accountability Act (HIPAA). Guidelines were established and training was completed for 100% of non-classified HFD personnel, and more than 35% of classified personnel by 2005 year-end.

The **Fire/EMS Records Section**- the Certified Electronic Records Custodian for HFD Fire and EMS response records, in compliance with the Texas Government Code, Local Government Records Act of 1989 (Chapters 201 to 205, Local Government Code). They are responsible for maintaining and disseminating all HFD emergency records and timely submission of reports to the National Fire Information Council (NFIC), in compliance with NFIC standards. Records are provided to national and state governments; and, for a fee, to attorneys and citizens. Joint management of this section includes the Administration Manager, Records Supervisor and a Chief Communication Officer in charge of two firefighters.



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Community Outreach

HFD Chaplain
Juvenile FireStoppers Program
Community Liaisons
Community Interaction and Education
The Houston Fire Museum
Public Information

The members coordinate monthly activities and programs while making firefighters more visible within the Houston community. The division works to promote and encourage positive interaction with the community and to develop a relationship between the Houston Fire Department and the citizens of Houston by generating fire department-related activities in the community. These activities focus on fire safety education and awareness, as well as educating the public about the fire service.

Community Outreach Staff-

Captain - Oversees the division and also acts as a Public Information Officer
Captain – Hispanic Community Liaison and Public Information Officer
Inspector – Serves as the HFD Chaplain
Engineer Operator – Community Liaison
Firefighter – African-American Community Liaison
Program Director – Director of the Juvenile FireStoppers Program
Firefighter – Assists with the Juvenile FireStoppers Program
Administrative Assistant
Desktop Publisher
Senior Communication Specialist

Caring for our Community-

- Scheduled 5,746 fire truck visits, station tours and other community interaction events
- The annual ABC Channel 13 Share Your Holidays food and toy collections
- The Houston City Council school supplies drive for Hurricane Katrina victims
- Congresswoman Sheila Jackson-Lee's medical supplies drive for the tsunami victims in January 2005
- Liaison to the American Red Cross to address concerns faced by both organizations during major incidents.
- Blue Cross Blue Shield Care Van and HFD teamed up to provide immunizations for an average of 55 children per week at selected HFD fire stations
- Re-introduced the Baby Moses program that provides a safe, confidential drop-off location for infants who might otherwise be abandoned or discarded
- Sponsored a Pastor Appreciation breakfast coordinated by the HFD Chaplain to recognize local pastors for their hard work and dedication with and for the community
- Facilitated annual Medal Day awards, promotion ceremonies
- After adding a new Desktop Publisher position, several in-house, HFD-specific safety and public education materials have been developed, including a Home Safety Report Card in English and Spanish, a coloring book, the "Change Your Clock, Change Your Battery" flier and a water safety hand-out.
- Using the City of Los Angeles Fire Department model of 1985, the HFD Community Emergency Response Team (CERT) was developed and implemented. The citizens of Houston must be prepared to care for themselves and their families for up to 72 hours, without the assistance of emergency responders. This program is designed to educate the public to respond to terrorism, crime, public health issues, and disasters of all kinds. Three Community Outreach members have received CERT training and are actively involved in providing this training for various groups within the community, including one Spanish class.



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Safety Education and Awareness

The HFD Citizens' Fire Academy (CFA), established in 2000, successfully held four academies in 2004-2005, with 80 citizens graduating the course. CFA Alumni Association members are actively working to assist in managing various events, including special awards programs for firefighters and their families.



The Juvenile FireStoppers Program is a nationally recognized program that provides private counseling and general fire safety education to the public through publications, safety presentations, neighborhood canvassing and press conferences. In 2004 and 2005, 357 local youths were referred to the program and voluntary participation grew to 75%. This program was honored in 2004 by the Texas State Fire Marshal, and continues to serve as a model for the State of Texas.

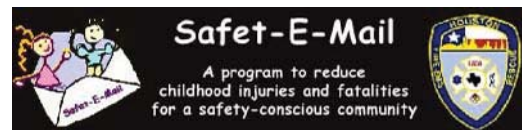


The Juvenile FireStoppers section provides intervention and education for each child that has played with incendiary devices or has set fires. Nationally, and in the City of Houston, juvenile fire-setting continues to grow as the number one crime among youth, with a 39% increase in Houston alone. Working with various agencies such as the DePelchin Children's Center, Harris County Child Fatality Review Team, Children's Protective Services, Juvenile Probation Officers, Children's Museum and many Houston-area schools, this program provides a myriad of intervention training and festivals to promote involvement in this campaign to end juvenile-set fires.

According to the NFPA, 75% - 81% of youths that have played with fire will do it again. The goal is to provide the proper education and any other needed intervention for each of these children, as well as to stop youths from setting fires that might lead to further injury, death, homeless families or legal problems.

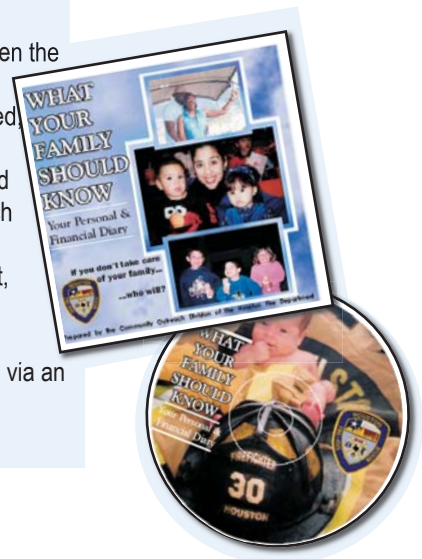
The FireStoppers staff branched out in the spring of 2002, to form the "Safet-E-Mail" Program to aid in the reduction of childhood injuries and fatalities and the growth of a safety-conscious community. This classroom-based program helps to teach children, childcare workers, teachers and parents about fire safety by providing lesson plans and activities. In 2004 and 2005, 830 local and area teachers were trained through multiple conferences organized by "Safet-E-Mail" personnel. Other agencies attending these conferences include: AVANCE, ChildBuilders, City of Houston Department of Health, Galena Park ISD Head Start, Gulf Coast Community Services Head Start, Harris County/Houston Child Fatality Review Team, Harris County Hospital District, Harris County Department of Education Head Start, Houston Police Department, Humble ISD Head Start, Neighborhood Centers Inc., Prevent Blindness, Spring Branch Family Development Center, Texas Children's Health Plan, Texas Children's Center for Childhood Injury Prevention and the University of Houston College of Optometry.

The success of the Safet-E-Mail program caused Harris County Judge Robert Eckles, the Child Fatality Review Team and the Furniture Bank to turn their attention to Sudden Infant Death Syndrome (SIDS) and infant layover deaths. More attention will be given to the promotion of more safety precautions for parents to prevent these types of deaths.



For Our Members

- The HFD Chaplain program continues to be a vital part of internal and external interaction between the department and its members. He has attended and assisted with 48 funerals of active and retired firefighters in 2004-2005. His ministry includes regular hospital visits to firefighters who were injured undergoing surgery or hospitalized for various reasons.
- When a tragic event such as a line-of-duty or off-duty death occurs, families are often unprepared to handle all of the necessary business matters. To alleviate this problem, the Community Outreach Division created an interactive CD called, "What Your Family Should Know." It is scheduled for distribution in early 2006. This CD provides a "how-to" for estate planning, insurance management, personal wills, medical directives and more.
- In an effort to keep members up-to-date, the Public Information Office began sending out weekly notices to all members regarding deaths, illnesses, births, retirements; and significant HFD events via an electronic Events Calendar.



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As a result of a citywide initiative, the HFD website was completely revamped and went online on January 31, 2005 to better serve the citizens of Houston as well as firefighters and members of the department. Useful links for HFD members were made available on the intranet, <http://choice.net/fire> including interactive forms, guidelines and job descriptions. The department's homepage www.houstonfire.com/www.houstonfire.org <<http://www.houstonfire.com/www.houstonfire.org>> or www.houstontx/fire <<http://www.houstontx/fire>> has had 92,335 visits,* with the top sub-links being fire trainee employment with 22,048 visits* and fire trainee application procedure with 16,409 visits.* According to citywide statistics, the HFD home page ranked as the 6th most visited city website in 2005*. (*January and June statistics are unavailable)

Information Technology

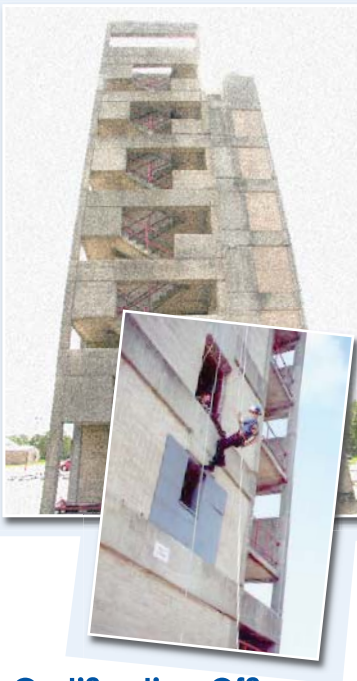
The Information Technology Division (IT) is responsible for the department's IT needs. The Project Manager assesses and seeks to upgrade and maintain the technology infrastructure, budgets and serves as a liaison to other technology departments.

Project Management- The Project Manager's future goals include coordination of resources and dissemination of information regarding citywide projects such as SAP, NIP, Active Directory, and Exchange. As the IT Liaison for the fire department, the Project Manager will be a contact for IT related issues, procurement, and research; as well as participation in City of Houston IT meetings, committees, or other groups as required to keep the HFD informed on city IT plans and strategies.

Budget and Forecast - Analyze and forecast future budgets relating to IT. Develop a life cycle plan for desktop, laptop, and printer replacements.

VAL JAHNKE TRAINING FACILITY

Firefighter Training - A District Chief manages the Professional Development Division, located in southeast Houston at the Val Jahnke Training Facility (VJTF), with a staff that includes 20 classified officers; some are fire cadet instructors, others are training officers and administrators. Non-classified personnel include an Administrative Specialist, Maintenance Mechanic, and a Training Administrator. This division is responsible for training new firefighter recruits and the continuing education of current certified Houston Fire Department members. Additional responsibilities include administration of training records, facilities, cadet counseling, in-service training, the development and delivery of new and existing programs and providing constant leadership and direction in all areas of training for the Houston Fire Department.



Management/Administration

The Management/Administration section is directed by an Administrative District Chief and is responsible for purchasing equipment, monitoring the division's \$1.5 million dollar budget, identifying capital improvement needs for the complex, state certifications, facility and equipment maintenance. Included in this division is management of the Water Supply Officers, and the Hathaway Learning Resource Center. The staff includes one senior captain, one junior captain, three firefighters, one administrative specialist, one receptionist, two maintenance mechanics, and one physical fitness coordinator.

Management Services

This section, managed by an Administrative Specialist, is responsible for researching, compiling & preparing information for periodic and special management reports; development, implementation and management of the division budget; interpreting, file maintenance, composing, editing, preparing and distributing correspondence and attending meetings and conferences.

Certification Office

This office is responsible for the management and monitoring of issues concerning federal, state and local certifications for HFD classified personnel. The Certification Coordinator, who is also the department's liaison for the Texas Commission on Fire Protection, compiles and organizes paperwork certifying all department training and maintains custody of department training records. The Certification Coordinator processed for over 315 classified personnel in 2004 and more than 360 in 2005.

Hathaway Learning Resource Center

The Hathaway Center, named for Firefighter Truxton J. Hathaway who was killed in the-line-of-duty at the Mykawa Road train derailment, offers books, magazines, periodicals, federal, state and departmental reports, audio and visual resources and other various reference materials as well as a work area for fire personnel.

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Capital Improvement Program

In 2004, HFD purchased an additional 40 acres of land, at a cost of \$1.4 million dollars, south of the existing training facility to accommodate its needed growth; and, for expansion of the resources provided to HFD members, local departments and the citizens of Houston.

In 2005, \$1.8 million dollars was budgeted for the Facility Master Plan for renovations including the burn building and drill tower, infrastructure improvements, and new construction on existing property. Renovations began in 2005 and are scheduled for completion in February 2006.

Maintenance

This maintenance section includes five personnel whose responsibility it is to maintain an accurate inventory of all tools and equipment and perform in-house repairs such as electrical, plumbing and air handling systems; as well as light maintenance work with ceiling tile and light fixture replacements and grounds maintenance. These skilled craftsmen also build and maintain burn props, fabricating and constructing items necessary for the upkeep of the Fire Training Academy.

Wellness/Fitness Program

The wellness/fitness center houses a variety of state-of-the-art health and fitness equipment, cardiovascular testing equipment, and a database of fitness records. The department was awarded a \$750,000 FEMA grant to obtain much of this equipment, aimed at improving firefighter fitness, stamina and overall well-being. The staff designs individual fitness programs for the members, demonstrating the proper techniques for use of exercise equipment along with advising members regarding health related issues.

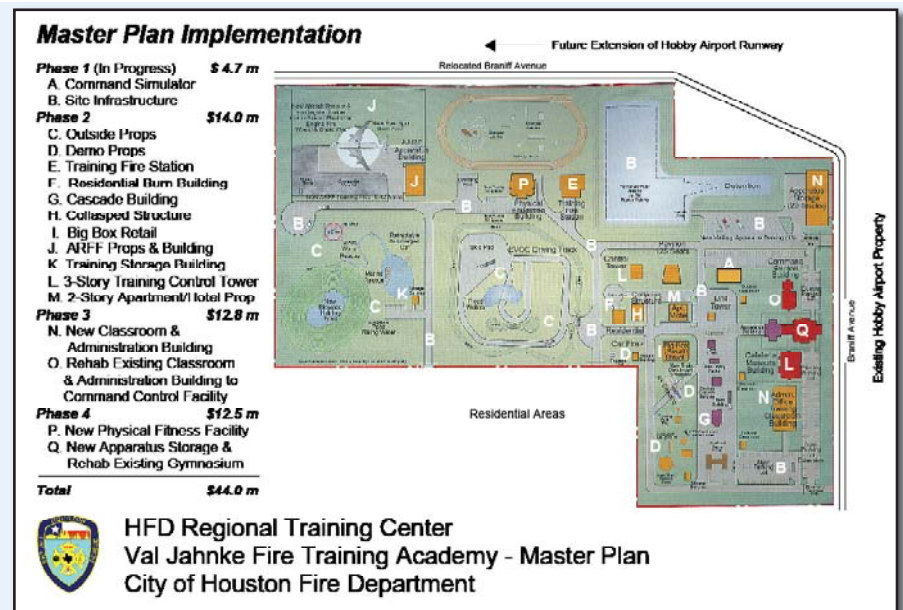
Community Involvement Programs

June & November - Fire Ops 101

- A one-day workshop for City of Houston Council Members Michael Berry, Carol Mims Galloway, Pam Holm, Toni Lawrence, Ronald Green and Adrian Garcia. They were given the opportunity to actually experience the challenges that HFD Firefighters face in their daily duties. Some of the exercises included repelling from the campus drill tower and gearing up for live burns in the burn building.

October - Annual Fire Fest

- The event is co-managed by the Houston Fire Museum and the Society for the Preservation and Appreciation of Antique Motor Fire Apparatus in America. This event generally draws approximately 2,500 visitors to the campus each year. Various events for adults and children included magic shows, live bands, training demonstrations, viewing and photo-ops on antique and current apparatus.



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Office of Emergency Communications

The Office of Emergency Communications (OEC) Division (formerly called Dispatch), processed a total of 392,940 emergency calls as of December 2005 for an average of 32,745 per month. This figure represents a minimal increase of .021 percent from the 32,060 monthly average of the 384,720 total emergency calls processed in 2004. The average 2004 call processing time from call pick-up to actual dispatch is 163.16 seconds, with an average call answering speed of 2.61 seconds. For 2005, the average call processing time from call pick-up to actual dispatch is 163.05 seconds with an average call answering speed of 5.45 seconds.

FY05 constitutes the first complete fiscal year of emergency center operations within the Houston Emergency Center (HEC). According to the MITRE Technical Report of 2005, the reliability of the CAD system at HEC averaged 99.8 percent for user availability.



photo by Matt Milam

The Houston Fire Department has a horizontal dispatch center in which civilian call takers (Senior 911 Tele-communicators) process emergency calls. These calls are then queued to the HFD Communication Captain (Gate Keeper) for dispatching. The Gate Keeper screens each call to confirm that the correct response is dispatched and has not been duplicated. The emergency event is then assigned to one of three Tactical Radio Channels that are monitored by HFD Communication Captains.

In 2005, the Emergency Call Processing Training Manual used at HEC was revised to meet the standards set by the Houston Fire Department. This manual is used by civilian call takers (Senior 911 Tele-communicators) to process emergency calls and to use as a tool for continuing education.

The OEC Quality Assurance Program (QA), includes random and focused reviews to monitor the performance and quality of service provided to the citizens of Houston by Senior 911 Tele-communicators. This QA program is focused on call processing and pre-arrival instructions for medical emergencies. The OEC is in the process of applying the same standard for fire-related emergencies. Currently, fire QA involves post-mortems on major fire events and all 3-11 fires.

The OEC also has initiated an Overview Program designed to maintain Computer Aided Dispatch (CAD) proficiency for its Supervisors, Radio Operators and Customer Service Officers (CSO). This program is a review of skills necessary for utilizing CAD and problem scenarios. The concept is to improve practices, reduce variances, and ensure all calls are handled in a consistent, efficient manner.

Hydrants - A Communication Captain, supervised by a Chief Communication Officer, is responsible for the coordinated inspection and repair of all hydrants. Fire crews in their assigned territories perform inspections. Records of inspections and repairs performed by the Public Works and Engineering Department (PW&E) are maintained in a database by this office. Updates of new and deleted hydrants are provided by PW&E to the Altaris Records Management system to ensure the hydrant database remains synchronized.

The Communications Management Section, under the supervision of a Division Manager, who reports to a Chief Communication Officer, provides for the installation, operation, maintenance and repair of all radio and wireless IT systems and ancillary components in support of Fire and EMS operations. This section conducts preventative and corrective maintenance for all mobile/portable radios, Mobile Data Computers (MDC), EZ-Comm and T-Pass devices.

Communication management consists of four sections: Administration, Electronics Repair, Systems Repair and Electronic Parts Supply to provide emergency communication repairs for fire and medical apparatus and the communications systems, 24 hours a day, 365 days a year.



photo by Matt Milam



The Air Pack Maintenance & Repair Shop is responsible for the repair and maintenance of all air packs and thermal imaging cameras. The certified technicians, managed by a Chief Communication Officer, includes an Inventory Management Supervisor and two Maintenance Mechanics who are responsible for maintaining and repairing the equipment. Technician certification ensures up-to-date skill levels needed to perform this critical service.